Our vision, mission, and core values

Vision: Seattle is a thriving equitable community powered by dependable transportation

Mission: to deliver a transportation system that provides safe and affordable access to places and opportunities

Committed to 6 core values:
• Equity
• Safety
• Mobility
• Sustainability
• Livability
• Excellence
Agenda

• Welcome & introductions
• Project updates
• Discussion on verifying eligibility
• Review survey results
• Logistics & next steps
Welcome & introductions

Reminders:
• Please state your name before speaking
• Please mute yourself when not talking (*6 on phone)
• To turn off transcript, click CC > Hide Subtitle
• One person speaking at a time (and speak clearly)
  ...
• Most importantly, all perspectives are valid and important and belong in this conversation
Welcome & introductions

Introductions:
• Name, pronouns, organization (if applicable), access needs for today’s meeting
• Ice-melter: favorite holiday beverage?
Verifying eligibility

Continuing discussion from last meeting about how we make sure our subsidies/vouchers are reaching the intended riders...

Discussion question for folks who have a disability:
What is the easiest/lowest-barrier way for you to show that you have a disability?
Initial survey results
As of 12/14/2021
Highlights from Community Liaisons (CLs)

• **Quick recap:** Community Liaisons came to engagement subcommittee meeting yesterday to share experiences/findings from their survey collection efforts.

• **Themes:**
  • Driver training
  • Safe pick-up/drop-off spots
  • Voucher and payment method – preference for paper vouchers, and people want to be able to pay with their ORCA cards
  • As much mobility as possible – people want both options, but if they have to choose, would rather be able to access transit stations 3-5 miles away than be limited to trips within 1-2 miles
  • Affordability – people want the ride to be free, though some are willing to pay $1 or have it included in the cost of transit ($2.75)
  • Awareness – Many people didn’t know about special services (e.g., Access, Hyde Shuttles, Via to Transit), but a lot of people are familiar with the bus and Yellow Cab
Respondent overview

Total responses: 356
• 216 English
• 7 Chinese (Traditional)
• 21 Chinese (Simplified)
• 42 Vietnamese
• 13 Tagalog
• 17 Amharic
• 0 Tigrinya
• 11 Somali
• 0 Oromo
• 12 Korean
• 17 Spanish

Types of respondents:
• 30% have a disability
• 43% are 65+
• 17% are both 65+ and have a disability
• 6% caregivers or service providers

Housing situation:
• 87% have stable place to live
• 6% have housing but it’s not stable
• 2% are unhoused

161 respondents (45%) gave their contact information
Transit use

• Do you use public mass transit in Seattle?
  • **84%** yes
  • **16%** no

Of those that answered “yes”...

Type of transit:
• **95%** ride the bus
• **68%** ride light rail
• **45%** ride commuter rail, streetcar, other

How often do you use public transit outside your neighborhood?
• **37%** very often (multiple times per week)
• **34%** often (multiple times per month)
• **16%** sometimes (about once per month)
• **12%** rarely (less than once per month)
• **1%** never (only use transit to stay in neighborhood)

How long does it take you to get to transit?
• **55%** less than 10 minutes
• **28%** 10-15 minutes
• **11%** 15-20 minutes
• **6%** more than 20 minutes
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• **78%** feel this is reasonable
• **22%** feel this is unreasonable
Reasons for not using transit

Of the 52 people (16%) who said they don’t use public mass transit in Seattle...

- **33%** “The transit is too far from where I live or where I'm trying to go”
- **23%** “I have to transfer too many times to get where I want to go”
- **21%** “There is little or no transit serving my neighborhood when I need it”
- **10%** “I cannot safely travel to transit”
- **10%** “My transit stop doesn’t feel safe”
- **2%** “It’s too expensive”

- **50%** also gave some other reason:
  - Car/prefer driving
  - Access paratransit
  - Rely on family member
  - “New here. Dare not take bus alone.”
  - “Nowhere to go for an old person”
  - “PTSD”
  - “I would not be able to use even the services for people with disabilities.”
  - “Seems complicated and confusing”
Familiarity with other transportation options

• **Yellow Cab**: 74% heard of, 45% had used before
• **Uber**: 70% heard of, 36% had used before
• **Lyft**: 63% heard of, 28% had used before
• **Access Paratransit**: 60% heard of, 27% had used before
• **Hyde Shuttles**: 18% heard of, 3% had used before
• **Via to Transit**: 11% heard of, 5% had used before

• **None of the above**: 8% hadn’t heard of any, 25% hadn’t used any before
Preferences for the pilot service

Would this transportation service make you more likely to use public transit?
- **85%** yes
- **15%** no

Which version would you be most likely to use?
- **48%** Version 1: An on-demand ride to or from my nearest transit station (up to 3-5 miles away)
- **52%** Version 2: An on-demand ride to any destination within 2 miles

What part of the city could you see yourself using this ride in?
- **42%** Central Seattle
- **40%** North Seattle
- **21%** Southeast Seattle
- **20%** suburb near Seattle
- **18%** West Seattle
- **12%** other:
  - All/everywhere
  - Downtown
  - Renton
  - Kent
  - SeaTac
  - Tukwila
  - Federal Way
  - Burien
  - Tacoma
  - Everett
  - All over King/Snohomish County
Preferences, cont.

Booking the ride:
• 61% over the phone/call center/TTY
• 52% smartphone app
• 20% computer/laptop
• 4% other:
  • Organization booking on behalf of client
  • Family member booking on behalf of rider (“Let my daughter reserve for me”)

Paying for the ride:
• 53% debit/credit card
• 44% cash
• 10% third-party
• 20% other:
  • ORCA card (40+ people)
  • Apple Pay/Google Pay
  • PayPal/Venmo/CashApp/Zelle
  • UW Upass
  • Prepaid card on account in app
  • ProviderOne card
Voucher/subsidy preferences

Method of delivering voucher/subsidy:
• 61% paper voucher
• 47% promo code
• 9% other:
  • Preloaded card (or ORCA)
  • Text link or QR code in text/email
  • “Please God no vouchers for me to manage”
  • Account that links to drivers

Maximum amount you would pay:
• 36% $2.75 (or cost of transit)
• 27% $1
• 22% $0 (must be free)
• 11% $5
• 3% $10
• 1% $15
Access needs

Language for booking ride:
- 63% English
- 11% Vietnamese
- 10% Simplified Chinese (if written)
- 8% Cantonese (if spoken)
- 7% Mandarin (if spoken)
- 5% Spanish
- 5% Amharic
- 5% Tagalog
- 4% Traditional Chinese (if written)
- 3% Korean
- 3% Somali
- 2% ASL
- 2% Japanese
- 1% Oromo
- 1% Tigrinya
- 2% Other:
  - Romanian
  - ASCII

Other access needs:
- 69% Driver picks me up on the side of the street I am waiting on (doesn't expect me to cross the street)
- 61% Verbal confirmation of correct vehicle
- 33% Assistance entering the vehicle
- 29% Wheelchair accessible vehicle
- 6% Service animal
- 16% Other:
  - Language interpretation (or driver speaks Chinese/Somali or signs ASL)
  - Driver shows order receipt or name/picture
  - Car plate number, vehicle make, or other visible marking
  - Ability to travel with multiple people (who have different access needs)
  - Room for walker
  - Accessible app for visual disability
Logistics & Next Steps

• Please fill out two surveys by end of this week (December 17)
  • Feedback form: https://www.surveymonkey.com/r/December-IMOD
  • Subcommittee preferences: https://www.surveymonkey.com/r/January-subcommittees

• Next meeting tentatively scheduled for January 18
  • Please let us know if you have a conflict

• Reminders/announcements:
  • Vaccine attestations coming soon – please plan to schedule 5-min meeting with Margo
  • Submit December invoice
Questions?

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